## PROCESS APPROACH AND CUSTOMER FOCUS

Building and managing the interrelated processes of the corporate quality management system as a uniform system fosters the Company's operational efficiency and performance in goal achievement.

In 2019, FPC developed and approved a process model of its corporate quality management system, which is reflected in the Standard for Corporate Quality Management System – Quality Guide, FPC STO 1.011.1-4. In 2019,

FPC planned to update this model in line with ISO 9001:2015 Quality management systems – Requirements to promote more efficient management of the Company's processes while ensuring the continuous improvement of service quality and maximum delivery on stakeholder requirements and expectations.

## Management processes

- FPC's development strategy management
- Development of FPC's QMS and technologies for lean production
- Management of the traffic safety management system
- Risk management
- Planning, change, and monitoring management



## **Business processes**

PASSENGER SERVICES, BAGGAGE AND UNACCOMPANIED BAGGAGE TRANSPORT

PASSENGER ASSISTANCE, CUSTOMER SERVICE, AND CARRIAGE SERVICING AND MAINTENANCE ON LONG-DISTANCE TRAINS



Issuance and sales of travel and carriage tickets and documents









## Resource processes

- HR management
- IT management

Stakeholder requirements

- · Inventory supply
- Financial management
- Infrastructure and property management
- Management of operations

- Administration, transport and logistics management
- Document management

Stakeholder satisfaction